

Angela Munkers

Authorized Signature

Number: SPD-AR-11-068

Issue Date: 9/8/2011

Topic: Long Term Care

Due Date: 8/31/2011

Subject: 2011-2013 Quality Assurance Reviews

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

As a requirement of the 1915c Waiver, the Quality Assurance (QA) Team is responsible for completing a statistically valid review of all waived cases in SPD/AAA offices. The QA Team will begin the next cycle of reviews beginning September 1, 2011. As a CMS requirement, the statewide review process will be completed within two years.

The following outlines the process. Any changes to the process have been identified and will be preceded with the word "New":

- Pull statistical data per area, using CMS approved formula. An over pull is requested to accommodate client status changes;
- Complete electronic review of case, including financial and CAPS. **New:** The quality assurance process will now include an in depth review of service related costs. This includes appropriateness of in-home hours assigned, facility add-on's and payment levels;
- Conduct an in office file review to ensure that required forms are appropriately completed and filed per current policy;
- Conduct home visits for approximately 50% of the cases reviewed. The visits are to validate accuracy of the current CAPS assessment;
- Invite case managers to participate in the review process. If they elect to participate they will be required to complete a minimum of a 4-ADL assessment. **New:** The QA Team selects the client in collaboration with the case manager. Client visits with a case manager will be chosen based on the presence of questionable service eligibility and/or payment levels;
- Send the area manager detailed client and statistical reports for distribution within three weeks of completing the area review;

- Require a corrective action plan to be in place from the local area within 60 days of receipt of the reports. The plan will include new CAPS assessments required to be completed on cases with questionable eligibility as determined during the Quality Assurance Review. **New:** Case managers will now have 45 days to complete the new assessment, rather than 30 days. This will allow more time for scheduling and to meet Buckley Bill requirements.
- **New:** Schedule a second visit to the area approximately two weeks following receipt of the corrective action plan. The purpose of this visit is to collaboratively discuss the action taken on cases where service eligibility and/or service planning was initially in question.
- **New:** Provide, upon completion of the second visit, a final report to In-Home Services, Field Services, and Federal Reporting.

Notification of area reviews will be sent to the field approximately 30 days in advance. All communication will be sent to District Managers/Executive Directors.

2011 ~ 2013 Quality Assurance Field Review Schedule

Area	Visit Month (Tentative)
Klamath Falls/Lakeview	October 2011
Bend Area	November 2011
Washington County/St. Helens	January 2012
Albany/Toledo/Corvallis	February 2012
LaGrande/Baker/Enterprise	April 2012
Eugene/Cottage Grove/Florence	May 2012
Pendleton/Hermiston	June 2012
Ontario/John Day/Burns	August 2012
Clackamas	September 2012
North Bend/Brookings	November 2012
Multnomah	December 2012
NWSDS	January 2013
The Dalles	March 2013
Grants Pass/Medford	April 2013
Roseburg	June 2013

This is a tentative schedule and may be subject to change

Field/Stakeholder review: Yes No

If yes, reviewed by: Operations Committee

If you have any questions about this action request, contact:

Contact(s):	QA.Team.SPD@state.or.us		
Phone:		Fax:	
E-mail:	Above		